

In the specification:

Please replace the last paragraph beginning on page 15, line 18 and continuing on page 16 with the following paragraph:

-- Fig. 3 is a system diagram of another system ~~an~~ and art known to the inventors with a dedicated bridge connection as in Fig. 2, comprising an IP telephony switch in the call center. Telecommunications network 73 comprises PSTN 13, Internet 15, and call center 75. The architecture of telecommunications network 75 is similar to the architecture of the prior art example of Fig. 2 with at least two important differences. Firstly, call center 75 is enhanced with an Internet protocol (IP) central-telephony switch 28 that has the ability to convert PSTN call data to IP format, and to distribute the calls as IPNT calls on LAN [[7]] 77. This enables incoming PSTN calls to essentially be converted into IPNT calls so far as receiving agents are concerned. Secondly, instead of regular ACD type telephones such as agent's telephone 49 of Fig. 2, each agent station 31, 33, 35, and 37 is equipped with an IP-telephone, such as telephones [[77]] 78, 79, 81, and 83 respectively. Each IP-telephone such as IP-telephone 81, for example, is connected to LAN 77. LAN 77 is enabled for IP data as well as other data that may be transmitted from time to time. --

Please replace the paragraph beginning on page 18, line 14 with the following paragraph:

-- Now, a call center such as call center [[87]] 89 may be implemented as an IPNT-only call center, eliminating much hardware, software, and connectivity associated with prior art call centers. For example, because all incoming calls to call center [[87]] 89 are now IPNT calls, expensive COST telephony switching apparatus normally found within call centers are no longer required. IP switching apparatus as shown in Fig. 3 is no longer required. COST telephony wiring such as wiring 56 of Fig. 2 is similarly eliminated. A range of other equipment and software associated with COST call centers is also eliminated. Call center functions are substituted with less expensive and easier managed IPNT counterparts running appropriate software applications. Expensive

network cabling and hardware used in prior art bridging techniques as described with reference to Figs. 2 and 3 above is eliminated as well. As a result, companies offering the service as well as companies hosting call centers realize substantial cost reductions related to previously required architecture and infrastructure. --

Please replace the paragraph beginning on page 21, line 11 and continuing on page 22 with the following paragraph:

-- Referring again to Fig. 5, telecommunications center 91 comprises PSTN 13, Internet 15, COST-IPNT bridge 87 and an IPNT call-center 93. A service control point (SCP) 92 processes incoming COST calls represented by vector 90. A CTI processor 95 executing one or more CTI applications, and known as a T-Server (TS) is connected to router 29. T-Server 95 is connected in the call center to router 29, and monitors activity at router 29 and also exercises control at various levels over operation of router 29. That is, T-Server 95 may be informed of all incoming calls, exercise sophisticated routing rules, and control router 29 in following the routing rules. T-Server 95 is not limited to routing rules and algorithms, but may provide a considerable range of CTI functions. Router [[91]] 21 can act as SCP for IPNT-originated calls 92, and may route them to the IPNT call center 93, or via the bridge to the COST network. --